

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 120

Human Rights Commission

Mission

The mission of the Human Rights Commission is to prevent and eliminate discrimination through the fair application of the law, the efficient use of resources, and the establishment of productive partnerships with the community.

Goal Prioritize and process cases efficiently and competently.

Performance Measure Percentage of Merit Closures.*

* A "merit closure" is a case closed through settlement or through a finding of discrimination.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				24%				24%
Actual				22%				13.6%
Date Measured				6/30/2000				6/30/2001

Quarter 4 Comment Actuals were updated August, 2001.

Performance Measure Percentage of agency customers giving high marks (4 or 5) on customer satisfaction surveys.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				50%				60%
Actual								N/A
Date Measured								6/30/2001

Quarter 8 Comment We have evaluated our previous customer survey and have developed a more effective survey instrument for Fiscal Year 2002.

Performance Measure Total Cases Closed

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				1,450				1,450
Actual				1,104				1111
Date Measured				6/30/2000				6/30/2001

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Performance Measure Cases closed through early resolution

	Fiscal Year 2000				Fiscal Year 2001			
Output	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				230				300
Actual				213				124
Date Measured				6/30/2000				6/30/2001

Quarter 4 Comment Actuals were updated August 2001.

Performance Measure Average number of days to close a case

	Fiscal Year 2000				Fiscal Year 2001			
Outcome	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				185				180
Actual				180				182
Date Measured				6/30/2000				6/30/2001

Quarter 4 Comment Actuals were updated August 2001.